

MANAGING THE SELECTION OF PERFORMANCE INTERVENTIONS IN A CONTACT CENTER

ABSTRACT OF THE DISCLOSURE

5 Managing the selection of performance interventions, such as
training sessions, for delivery to agents in a contact center, such as a call service
center benefits the operations of the contact center. Managing performance
intervention selection can include selecting performance interventions according
to the state of the contact center. State can be a monitored or a forecast
10 performance of the contact center. Contact center performance meeting a
management input criterion can trigger the selection of specific performance
interventions. Performance interventions can be prioritized. When contact center
performance is poor, high-priority interventions can be preferentially selected over
less important interventions. In coordination with selecting performance
15 interventions, agents can be selected to receive interventions based on ranked
performance or need.